

AMENDMENTS

In the Claims

The following is a marked-up version of the claims with the language that is underlined (“ ”) being added and the language that contains strikethrough (“~~—~~”) being deleted:

1. – 41. (Canceled)

42. (New) A telephone user interface (TUI) configured to receive a command signal after a call is connected, the TUI comprising:

first command mode logic for receiving a first type command signal from a user in association with an option of a first menu structure of options, said first command mode logic having an active status and an inactive status;

second command mode logic for receiving a second type command signal from the user in association with an option of a second menu structure of options, said second command mode logic having an active status and an inactive status, said options of said first menu structure logically associated with said options of said second menu structure;

determination logic configured to determine whether a received command signal correlates with the control mode logic that is currently associated with inactive status;

translation logic configured to translate the received command signal into a format associated with the control mode logic that is currently associated with the active status, in response to the determination that the received command signal corresponds to the control mode logic that is currently associated with inactive status; and

switching logic configured to toggle the first command mode logic and second command mode logic between active and inactive status in response to the translation logic translating the control signal,

wherein said active status of the second command logic correlates with the inactive status of the first command logic, and wherein the inactive status of the second command logic correlates with the active status of the first control logic.

43. (New) The TUI of Claim 42, wherein said first command mode logic is associated with a voice-based mode.

44. (New) The TUI of Claim 42, wherein said first command mode logic is associated with a tone-based command mode.

45. (New) The TUI of Claim 42, wherein said first command mode logic and said second command mode logic are associated with a voice-based command mode logic and a tone-based command mode logic, respectively.

46. (New) The TUI of Claim 42, wherein the translation logic is configured to translate a first received command signal from a voice-based protocol to a tone-based protocol.

47. (New) The TUI of Claim 42, wherein the translation logic is configured to translate a first received command signal from a tone-based protocol to a voice-based protocol.

48. (New) The TUI of Claim 42, wherein the TUI is situated at a central office.
49. (New) The TUI of Claim 42, wherein the options of the first command mode and the second command mode are mapped to one another to permit a command mode-to-command mode exchange.
50. (New) The TUI of Claim 42, wherein the TUI includes data storage logic configured to store first data related to the first command mode, second data related to the second command mode, and third data related to the first command mode and the second command mode, wherein the first data, second data, and third data correspond to a first table, a second table, and a third table, respectively.
51. (New) The TUI of Claim 50, wherein, the first table is associated a plurality of voice based options and a plurality of indices, wherein the second table is associated with a plurality of indices and a plurality of tone-based options, and wherein the third table is associated with the plurality of indices related to the first table and a plurality of indices related to the second table.
52. (New) The TUI of Claim 51, wherein each of the first table, second table, and third table include at least two items that correspond with each other.

53. (New) A telephone user interface (TUI) configured to receive a command signal after a call is connected, comprising:

voice-based command mode logic configured to receive a vocalized command signal from a user in association with a voice option of a menu structure of voice options, said voice-based command mode logic having an active status and an inactive status;

tone-based command mode logic configured to receive a tonal command signal from the user in association with a tone option of a menu structure of tone options, said tone based command mode logic having an active status and an inactive status, said voice options logically associated with said tone options; and

determination logic configured to determine whether the received command signal corresponds to the control mode logic that is currently associated with inactive status;

translation logic configured to translate the received first command signal into a format corresponding to the control mode logic that is currently associated with the active status, in response to the determination that the received first command signal corresponds to the control mode logic that is currently associated with inactive status; and

switching logic configured to toggle the voice-based command mode logic and tone-based command mode logic between active and inactive.

54. (New) The TUI of Claim 53, wherein the translation logic is configured to translate the first received command signal from a voice-based protocol to a tone-based protocol.

55. (New) The TUI of Claim 53, wherein the translation logic is configured to translate the first received command signal from a tone-based protocol to a tone-based protocol.

56. (New) The TUI of Claim 53, wherein the switching logic is configured to remain idle in response to the determination logic determining that the second received command signal correlates to the command mode logic currently associated with active status.

57. (New) The TUI of Claim 53, wherein the TUI is situated at a central office.

58. (New) A method in a telephone user interface (TUI) configured to receive a command signal after a call is connected, the TUI including a tone-based command mode having a menu structure of tone options and a voice-based command mode having a menu structure of voice options, wherein the tone-based command mode has an active status and an inactive status and the voice-based command mode has an active status and an inactive status, said method comprising the steps of:

- a. operating the TUI with a command mode that corresponds to active status;
- b. receiving a command signal from a user;
- c. determining whether the active command mode correlates to the command signal;
- d. in response to determining that the received command signal does not correlate with the active command mode, translating the received command signal into a format that corresponds to the active command mode;
- e. in response to translating the received command signal, toggling the tone-based command mode and the voice-based command mode between active status and inactive status.

59. (New) The method of Claim 58, wherein the active command mode is associated with a default command mode.

60. (New) The method of Claim 59, wherein the default mode corresponds to the tone-based command mode.

61. (New) The method of Claim 59, wherein the default mode corresponds to the voice-based command mode.

62. (New) The method of Claim 58, wherein the active command mode is selected by a user.
63. (New) The method of Claim 58, wherein said command signal is a DTMF tonal command.
64. (New) The method of Claim 58, wherein said command signal is a voice command.
65. (New) The method of Claim 58, further comprising mapping the options of the first command mode and the second command mode to one another to permit a command mode-to-command mode exchange.

66. (New) A computer-readable medium on which is stored a computer program for controlling a telephone user interface (TUI), the TUI including a plurality of command modes, the computer readable medium comprising:

- a. logic configured to operate said TUI in a first one of said command modes;
- b. logic configured to receive a command signal from a user;
- c. logic configured to determine whether the received command signal corresponds to the first one of said command modes;
- d. logic configured to translate the received command signal to a format that corresponds to the first one of said command modes, in response to determining that the received command signal does not correspond with the first one of said command modes; and
- e. logic configured to operate the TUI in a second command mode that corresponds to a format associated with the received command signal, in response to determining that the received command signal does not correspond with the first one of said command modes.

67. (New) The computer readable medium of Claim 66, further comprising logic configured to operate the TUI in the second command mode in response to activating said second command mode.

68. (New) The computer readable medium of Claim 66, further comprising the step of activating one of said command modes as a default command mode.

69. (New) A method in an integrated computer telephony system providing a telephone user interface (TUI), said TUI having a pair of command modes, the method for toggling between said command modes, comprising the steps of:

- a. operating said TUI in a first one of said command modes;
- b. receiving a command signal from a user;
- c. determining whether the received command signal corresponds to the first one of said command modes;
- d. translating the received command signal to a format that corresponds to the first one of said command modes, in response to determining that the received command signal does not correspond with the first one of said command modes; and
- e. operating the TUI in a second command mode that corresponds to a format associated with the received command signal for a subsequent command signal for a subsequent command signal, in response to determining that the received command signal does not correspond with the first one of said command modes.

70. (New) The computer readable medium of Claim 69, further comprising the steps of receiving a subsequent command signal and activating said first command mode in place of said second command mode.

71. (New) A method in a program module operating within a telecommunications system and having access to a TUI, said TUI having a pair of command modes for controlling said TUI and providing a plurality of options to be implemented through the telecommunications system, the method for controlling said command modes, comprising the steps of:

implementing one of the said command modes to initially control said TUI;

in response to a command signal issued by a user after a call is connected, translating the command signal into a format corresponding to the activated command mode; and

toggling, by said TUI, of said command modes wherein said toggling is initiated by interrupting the operation of one of said command modes while one of said command modes is controlling said TUI, activating the other of said command modes, and resuming control of said TUI while in the other of said command modes for a subsequent command signal.

72. (New) The method of Claim 69, wherein a tone-based command mode is initially controlling said TUI, said tone-based command mode is interrupted, and a voice-based command mode is activated in place of said tone-based command mode.

73. (New) The method of Claim 69, wherein said tone-based command mode is interrupted by transmitting voice command signals into said TUI.

74. (New) The method of Claim 69, wherein said voice-based command mode is interrupted and said tone-based command mode is activated to control said TUI in place of said voice-based command mode.

75. (New) The method of Claim 72, wherein said voice-based command mode is interrupted by transmitting tonal command signals into said TUI.

76. (New) The method of Claim 72, The program module of Claim 36 wherein said tone-based command mode is interrupted by transmitting vocalized command signals into said TUI.

77. (New) A computer system for toggling command modes of a telephone user interface (TUI) having a first command mode and a second command mode, said computer system comprising:

- a processing unit;

- a memory storage device operative to store a program implementing said TUI; and

- an interface device coupled to said processing unit for receiving a call,

- said processing unit responsive to instructions in said program and being

operative to:

- prompt for a command signal after a call is connected;

- activate said first command mode associated with said command signal;

- control said TUI while in said first command mode;

- receive a subsequent command signal from a user, the subsequent

command signal corresponding to a second command mode;

- translate the subsequent command signal into a format that corresponds to

the first command mode;

- interrupt said first command mode in response to receiving a subsequent

command signal from a user to activate the second command mode associated with said

subsequent command signal in place of said first command model; and

- resume operation of said TUI by utilizing said second command mode for

a subsequent command signal.

78. (New) The computer system of Claim 77, wherein said tone-based command mode is interrupted by transmitting voice command signals into said TUI.

79. (New) The method of Claim 77, wherein said tone-based command mode is interrupted by transmitting voice command signals into said TUI.

80. (New) The method of Claim 77, wherein said processing unit is further operative to:
interrupt said second command mode in response to receiving said command signal to activate said first command mode in place of said second command mode.

81. (New) The method of Claim 77, wherein said processing unit is further operative to:
interrupt said first command mode in response to receiving said subsequent command signal to activate said second command mode in place of said first command mode.